The following is a sequence of questions and answers regarding the Arizona Network (*AZNet*) telecommunications program….Demarcation and Scope. If you have any questions, please submit them via the TPO website: www.tpo.az.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

Demarcation and Scope Information

1. What is the scope of the *AZNet* coverage for the Wide Area Network?

   Response: *AZNet* is responsible for support (operation, maintenance and monitoring) of any router when it has connections outside any building. Local Area Network (LAN) switches that connect end users to the agency LAN are the responsibility of each agency. *AZNet* does provide a LAN support service that agencies may purchase as an add-on or "a la carte" service.

2. What is the scope of *AZNet* coverage for security?

   Response: Firewalls and other security equipment identified as in-scope at the time of transition to *AZNet* are the support responsibility of *AZNet*. Other security devices not identified as in-scope at the time of transition to *AZNet* are an optional service at the prices listed in the *AZNet* "a la carte" price list.

3. What is the scope of *AZNet* coverage for Virtual Private Networks (VPNs)?

   Response: VPN support by *AZNet* is an optional service. Agencies may choose to operate their own VPNs behind their edge firewall. Alternately, a common statewide VPN service is available from *AZNet* and the price for this service is at the price listed in the *AZNet* "a la carte" price list. This service provides for support (operation, maintenance and monitoring) of the VPNs.

4. Are remote PBX monitoring services part of the fixed seat cost?

   Response: The fixed seat cost includes monitoring all PBXs with over 50 stations.

5. Is Symposium Call Center statistical reporting an agency responsibility as in the past?

Response: Standard Symposium reporting is supported by *AZNet* but *AZNet* does not provide "on-demand" reporting. Customization or support of custom reports are at an extra cost option or may be performed by an agency. Agencies have access to Symposium for the purpose of producing their own reports.

6. Who is responsible for the installation, management and support of "in building" wiring and copper/fiber wiring between buildings?

   Response: *AZNet* is not responsible for maintenance of Intra-building and Inter-building wiring except for the Phoenix Campus Mall fiber wiring plant (Magnet). *AZNet* can arrange for new wiring as a part of a project but this is an optional service at additional cost for the agencies.